

## Over/ Under Range

- As outlined in the “Best Practiced Guidelines” developed by DODD, OACB, OPRA, OWN & OHCA: It is generally most efficient when providers have edit access to CPT. County boards should not deny provider edit access to CPT to providers who have been adequately trained, have requested the access, and agree to follow DODD and county board CPT procedures. All entries and changes made in CPT by the county board/COG or the provider need prior written notification to all involved parties.
- Services in MSS/CPT should be developed using the needs of the individuals in each MRC site and the known resources available to meet those needs. Known resources include but are not limited to the availability of staff (given ongoing workforce crisis) and available means (technology, shared services, non-paid supports) by which needs can be met. Service authorizations should be targeted at obtainable results, meaning within plus or minus 3% of the authorized service hours.
- If services are Over the Range (103% or more of the authorized hours) during MRC span, the provider can (and should) contact the CB SSA explaining the circumstances that caused the Overage. This communication should occur at the point in time during the span that the provider reasonably knows this will occur. Please see Power Point presentation “Monthly Rate Calculator (MRC) Protocol and Guidelines, presented by OACB, OPRA, and DODD (page 13). Also, please see OAC sections 5123-9-31 (D)(3) and (D)(5).
- If services are Under the Range (97% or less of the authorized hours) during MRC span, the provider can (and should) contact the CB SSA explaining the circumstances that caused the underage. This communication should occur at the point in time during the span that the provider reasonably knows this will occur. Please see Power Point presentation “Monthly Rate Calculator (MRC) Protocol and Guidelines, presented by OACB, OPRA, and DODD (page 13). Also, please see OAC sections 5123-9-31 (D)(3) and (D)(5).
- In both of these cases, providers are being underpaid which hinders their ability to adequately hire, train and retain DSP’s. When service hours are over the range, the provide has to compensate staff for services not billed. When service hours are under the range, often times the provider has been under compensated for the hours billed. If the ratios were reduced to the actual hours deliverable, the average hourly rate billed would increase.
- Good Planning will produce mutual benefits! See page 16 of Power Point.
- Providers can (and should) help in the process to share the administrate burden when changes are needed. Please see page 6 pf Power Point presentation. The more providers and county board SSA’s communicate staffing through the mutual use of MSS/CPT, the more efficient the process will be. This will enable mutual trust to foster as both gain a better understanding of each other’s rolls and responsibilities in the team process.

- If the guidelines agreed to by DODD and All Stakeholders are not followed, then the provider or CB should contact DODD for assistance per pages 14 & 15 of Power Point presentation “Monthly Rate Calculator (MRC) Protocol and Guidelines, presented by OACB, OPRA, and DODD.